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## 1. Site

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### How do I log in to the NESC Academy Online?

Click the yellow Sign-in button in the upper-right hand corner of the site. There are hundreds of video lessons available without logging in, however; NASA employees and Contractors with active Launchpad credentials can log into the site.

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### Do I have to log in to the NESC Academy Online site to see videos?

No. The NESC Academy offers numerous publically available videos.

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### How are the videos organized on NESC Academy Online?

NESC Academy videos are organized into five areas.

a. Latest Videos

This catalog contains recent content - generally released within the last two months.

b. Disciplines

The NASA Technical Fellows program consists of Technical Discipline Teams (TDTs), which are led by NASA Technical Fellows. These TDTs are NASA stewards for their technical disciplines and generate discipline-specific content that can be found in each of the NESC Academy discipline catalogs listed under “Disciplines”. If you are a NASA Civil Servant or Contractor and wish to collaborate with a NASA Technical Fellow and his technical discipline team further, please visit your discipline’s [NASA Engineering Network Community of Practice](#).

c. Other Subjects

This content may include NESC Assessments that were or are currently being performed, Other NESC content that doesn’t fall within a specific NESC Assessment or Discipline, and catalogs specific to a large event or topic.

d. All Videos


This catalog contains every video on the NESC Academy in one searchable catalog. Once in the catalog, you may enter a search to find any video lesson of interest.

e. Live Webcasts

This catalog is dedicated to live events that are either in progress, or will be starting soon.

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### [How do I search videos?](#)

Each video catalog has a search field on the right side of the browser window just above the video lessons. Enter your search terms and click the  button. Searching is limited to the catalog you are viewing. To search across all videos, select All Videos from the top menu option, then perform your search.

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### [What can I search?](#)

Search criteria applies to all content found in titles, descriptions, abstracts, presenter name/information, slide titles and audio transcripts (closed captioning).

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### [Are there any search modifiers I can use?](#)

#### **a. Operators**

Use the AND operator to find results with both terms.

Example: NESC AND Academy would return the titles "NESC Academy" and "Academy presentation made for the NESC".

Use the OR operator to find either term.

Example: NESC OR Academy would return "Academy recording" and "NESC presentation".

Use the NOT operator to exclude terms from a search.

Example: "Academy training" NOT "training session" would return any presentations where the title contains "Academy training" and omit results for "training session".

Note: The NOT operator cannot be used with only one term, e.g., NOT "training session" would return no results.

Use the + operator to make it so that a word is required.

Example: +Academy presentation would only return results containing the word Academy.

Note: The default operator is AND when searching on multiple terms without quotes and without an operator defined.

#### **b. Using Quotation Marks**

When you search using quotes, any results will contain the exact quoted phrase you entered. Word order is taken into account when using quotes, and the full quoted phrase must be present within a single field, e.g., title or description.

Example: "Academy Training" would return "Day 1 Academy Training" or "Academy Training Day 1".

Note: If a title contains multiple special characters, the search string can be entered without the special characters, or the special characters can be escaped. – see Special Characters

### **c. Grouping**

Use parentheses ( ) to group terms into sub-queries.

Example: (Academy OR training) AND session would return "Academy session" or "Training session"

### **d. Wildcard search**

Use the asterisk (\*) to do a wildcard search on multiple characters.

Example: A\*emy or Acade\*y would return "Academy"

Use a question mark (?) to perform a wildcard search for a single character.

Example: Aca?emy would return "Academy"

Note: Wildcard characters cannot be used as the first character in a search string.

### **e. Fuzzy search**

Append a tilde "~" character to the end of a search term to find similar terms.

Example: rocket~ would also return words like "locket" or "pocket"

### **f. Special Characters**

In order to search for a special character it must be escaped. This means using a character that invokes an alternative interpretation on subsequent characters in a character sequence. To escape a character use \ before the character. The special characters that need to be escaped are as follows:

+ - & | ! ( ) { } [ ] ^ " ~ \* ? : \

Example: To search for (1+1):2 use \ (1\+1\) \:2

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 **What if I can't find a video I'm looking for?**

Please contact the NESC Academy team at [larc-dl-nescacademy@mail.nasa.gov](mailto:larc-dl-nescacademy@mail.nasa.gov).

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## How can I be notified when new videos are released that may be of interest to me (specific discipline, etc.)?

The NESC Academy sends out a list of recently released videos on a monthly basis. You can subscribe to that mailing list [here](#).

Additionally, the NESC Academy offers RSS feed capabilities for each of the catalogs/areas. If you are interested in a specific discipline, navigate to the discipline's catalog by selecting "Discipline" from the top navigation bar and selecting the specific discipline of interest from the list. Once in the catalog, click the RSS link to subscribe to the RSS feed for that catalog.










*Please note that RSS feed handling is dependent on your system's configuration. Examples of programs that can parse RSS feeds are Web browsers, email clients and standalone RSS readers. If you are not familiar with RSS, or encounter any issues subscribing to a feed, please contact your local support personnel.*

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## 2. Player






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### What are the features/options on the player?

1. Click the  button to resume playback after pausing the presentation. Presentations automatically start playing when launched. Click the  button to suspend playback.
2. Click the  button to go back 3 seconds in the presentation.
3. Click the  button to cycle through available playback speeds.
4. Toggle the  button to turn the audio off and on.
5. Adjust the volume by moving the  slider left or right.
6. Click the  button to view closed captions in the primary content area. Click it again to hide the captions. The  button only appears if closed captions are available in the presentation.
7. Click the  button to view a presentation's details
  - a. Presenter(s) – Click a presenter to view his or her biography
  - b. Description – When available, and abstract will be posted here
  - c. Record date and time – For on-demand content, this date may reflect the date/time of release.
  - d. Chapters - Chapters are a listing of a presentation's key parts. Each chapter has a title and includes the time it appears in the presentation. Click a chapter to view the presentation at the specified time.

- e. Links - Click a link to view the associated web page in a separate browser tab, or to download a file such as the slides, confirmation of attendance, or any course materials that may be attached.

**Interact with the presenter using these buttons, if they are available:**

- 8. Click the  button to see the presentation's polls.
- 9. Click the  button to send questions to your presenter. When the **Ask Question** form appears, enter your name, email address (optional), the subject your question is addressing, and your question. If you do not want to include the time in the presentation where you had a question, clear the **Time** check box. To send your question, click **Ask Question**.
- 10. Click the  button to send an e-mail invitation with a link to view the presentation. If you want your invitees to begin watching the presentation at specific time, check the **Start Time** check box in the email form and enter the time.
- 11. Click the  button to search a presentation's slides and closed captions. Enter the word or phrase you are seeking and click **Search**. Scroll down the search results list and click on a search result to go to the time it appears in the presentation.
- 12. Use the seek bar to navigate through the presentation quickly. When you hold your mouse over a specific time using the seek bar button, the slide image for that time is displayed over the presentation.
- 13. Yellow hash marks on the seek bar represent chapters in the video. Click one to go directly to that point in the presentation. Hover over a chapter to see the chapter's name.
- 14. Click the  button to change the stream displayed in the larger window. Clicking this button will cycle through each stream. When you click on a stream additional display options become available.

**Notes:**

- 1. If the video for the presentation does not appear, verify the presentation is not an audio-only presentation and that your computer meets the requirements listed [here](#).
- 2. When you are viewing a live presentation, you cannot pause, skip back, or seek within the presentation.
- 3. When a presentation is live, the live presentation indicator is shown.

Please watch the video [Tour the Player](#) for more information.

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## 3. Playback & Troubleshooting

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### Do I need special software to view content (live or recorded)?

In most current browsers, no plugin is required. However, older browser versions may require that Flash be installed. While the player doesn't require any special software installations, we recommend that you watch the [Tour the Player](#) video before participating in a live event to confirm functionality.

iPhone users should install the "Mediasite Mobile App" from the iTunes Store for the best viewing experience.

For a complete overview of the player please refer to section 2 of this FAQ.

*NOTE: We currently recommend Firefox for the PC and Safari for the Mac.*

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### Are there differences between using Firefox, Chrome, Safari and Internet Explorer (IE)?

Yes, there are differences in the handling of sign-in / Launchpad authentication as well as display and plugin behaviors.

Depending on your browser, browser version, and configuration, you may be automatically authenticated to Launchpad. If you are not, you will be required to log in. **IE Note** – prior to Launchpad, IE may present a generic login prompt. Clicking cancel will continue on to the actual Launchpad login.

2015 has brought major changes to the handling of browser plugins across most of the major browsers. These changes have varied from release to release as browsers continue to tighten restrictions on plugins. Please reference the following links for troubleshooting: [Chrome & Firefox](#), [Safari](#), [Internet Explorer](#)

The NESC Academy team is also available for support: [larc-dl-nescacademy@mail.nasa.gov](mailto:larc-dl-nescacademy@mail.nasa.gov).

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### Troubleshooting Tips

If you are unable to view a presentation, please visit the following site to confirm your system meets the minimum requirements: <http://www.sonicfoundry.com/site-requirements>. If any of the requirements are in an error state, please follow the instructions provided.

If all requirements are satisfied and you are still unable to view the content, please refresh your browser. If you are still unable to view the content, please try an alternate Web browser.

If you are experiencing audio that is not in sync with the video, it is likely the result of bandwidth or network congestion but could also be related to a proxy server or other network filtering. If you are connected to a Wi-Fi network, and a hardwired network is available, try switching to the hardwired network.

Ensure that your system and/or speaker volumes are adjusted properly.

If you continue to experience trouble, there is likely an issue unique to your location, network or configuration. Please contact your local IT support staff, or visit the following page where a list of common technical issues can be found:

<https://support.sonicfoundry.com/Knowledge/Article/000003315>

The NESC Academy team is also available at [larc-dl-nescacademy@mail.nasa.gov](mailto:larc-dl-nescacademy@mail.nasa.gov).

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#### Who can I contact if I am having trouble viewing videos on the website?

You may contact the NESC Academy team at [larc-dl-nescacademy@mail.nasa.gov](mailto:larc-dl-nescacademy@mail.nasa.gov).

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## 4. Webcasts

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#### How do I know when a live webcast will be broadcast?

The best way to stay informed of upcoming webcasts is to [subscribe](#) to the NESC Academy mailing list. We send email notifications about upcoming webcasts and a monthly digest of recently released videos.

The [NESC Academy](#) website will provide you with up to date information on upcoming live webcasts and those that are available on demand (recorded).

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#### How do I get a copy of the slides or other materials related to the session?

While watching a video you can click on the  icon and is located toward the bottom right of the player window. This will provide links to the presentation slides or to additional material related to the presentation. The content that is available via links may vary.

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#### How do I provide feedback/comments?

Following a live webcast, we will email all registered participants a simple online feedback questionnaire. Fill out the questionnaire to provide feedback; a comments section is also available.

You can also email comments or feedback to the NESC Academy team at [larc-dl-nescacademy@mail.nasa.gov](mailto:larc-dl-nescacademy@mail.nasa.gov)

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#### What if I am not available to view a live webcast?

All webcasts will be recorded and made available on the NESC Academy website after the recorded event, typically within an hour of the completion of the live event.

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#### Minimum System Requirements for viewing the webcast

Please [consult this article](#) for regularly updated information on supported operating systems and browsers.

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## 5. Registration

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#### Am I required to register before viewing a live webcast?

Yes. All NESC Academy webcasts require registration. We will use this information to provide the webcast link, send reminders, and notify you if unexpected changes occur that might impact the date or time of the webcast. We will also send an optional survey following the webcast so that you can provide feedback to help us improve upon the experience. Registration is not required to view recorded webcasts.

#### How do I Register?

In the webcasts section of the NESC Academy home page, you will see a list of upcoming webcasts. If a webcast is open for registration, you will see a Register for Webcast button next to the webcast. You will then be taken to the NASA Engineering Network (NEN) to register. Note that registration is only available for NASA Civil Servants and Contractors with internal network access or a VPN, and an active Launchpad account.

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## 6. Q&A

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#### How does Q&A work?



Questions may be submitted during the live webcast or while viewing the recorded version. Questions submitted during the live webcast will be answered on air by the presenter, usually at the end of a presentation. Please note that time may prohibit the number of questions that can be answered on air. In most cases, the presenter will respond to unanswered questions via email when time permits.

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### [How do I submit a question?](#)

To submit a question, click the  button at the bottom right of the player and the Ask a Question dialogue box will appear. Please be sure to include your name and email address so that we can contact you if follow up is necessary.

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